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Delivering HR Services That Matter

ESC Service Charter Scorecard

August Scorecard
07/28/2013-08/24/2013

Issued September, 2013

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EMPLOYEE SERVICE CENTER

Executive Summary

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Customer Service

- The population served increased by 96 employees due to New Hires, Promotions and other HR transactions. Call volume has remained consistent with population served
- Average wait time decreased from 34 seconds to 26 seconds, well within the defined SLA target of two minutes.
- Average time to complete a call decreased from July to 3:56 minutes.
- Use of email as means of reporting issues decreased by 8.5% from 469 to 429.
- Inquiries from CON, IND, and EOEEA agencies continued to account for the most inquiries as a percentage of employees served.

Process & Organization

- Escalated Payroll Notifications was not invoked.
- Planning for implementation of ePay/eProfile has continued.
- Creation of Employee Service Center Research Team to address complex issues.

Systems

- TCD Automated Meal Break go-live on August 17th for five EHS Facilities.

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Service Delivery Overview
July 28, 2013 – August 24, 2013

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Customer Interactions

Total # Agencies Served: 72

Total # Employees Served: 29,506

Total contacts received: 4,182

Total tickets opened: 4,002

% of Employees served contacting ESC: **14%***

Staffing

Area	Staffing as of 8/24/2013	Staffing as of 7/27/2013
Tier 1: Customer Service	10	10
Tier 2: Time & Attendance Ops	15	15
Temporary Staff	0	0
Supervisor	3	3
Senior Staff	4	3
Total	32	31

Enabling Technologies

- **Metrics:** Includes data on IVR Users
- **Case Management**: No changes this period

Activities – August

The ESC is currently supporting several activities underway to prepare for upcoming rollouts:

- ePay/eProfile ramp up.
- Automated Meal Break Menu launch.

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Service Level Agreement
Service Measures and Targets

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The following service measures and targets are outlined in the ESC Service Level Agreement document. Data contained in this presentation includes both SLA and non-SLA measures.

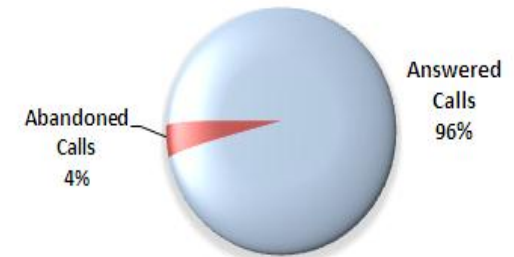| Metric	Target
Average wait time – all inquiries (Days operational)	Will not exceed 2 minutes 90% of the time
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rated overall satisfaction good to excellent
Percent of notification runs executed to completion: • All: Reminder Report Time • Employees: Unreported time – 1st and 2nd notice • Approvers: Unapproved reported time – 1st and 2nd notice • Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications – 1st and 2nd notice • Failsafe outreach to Agency HR/Payroll and signatory authorities when applicable • Failsafe outreach to Comptroller and Chief HR Officer when applicable	95%
Secretariat ad hoc reports produced within established timeframes: • Simple*: 3 business days • Complex*: 7 business days	90%
SLA reports produced on time according to predefined schedule (see section 5.5)	90%
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution	98% 85% holiday/emergency leave weeks
Percentage of approvers contacted with unresolved low exceptions requiring ESC intervention for resolution	95% 80% holiday/emergency leave weeks

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Inbound Call Data

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Overall call volume and wait times have increased month over month.

SLA Metric	Target Level	Current Period (07/28/13 to 08/24/13)	Previous Period (06/30/13 to 07/27/13)	August 2012
Average wait time – all inquiries (Days operational)	Will not exceed 2 minutes 90% of the time	:26 seconds	:34 seconds	:28 seconds

Abandoned Calls

Answered Calls 96%
Abandoned Calls 4%

Total = 4,182 calls

Wait Time, Call Volumes, & Abandonment Rates

Time in Minutes

Number of Cells

	7/28-8/03	8/4-8/10	8/11-8/17	8/18-8/24
Wait Time	00:30	00:26	00:22	00:00
Average Call Abandon Time	01:59	01:38	01:24	01:13
Longest Wait Time	08:10	09:28	07:39	07:07
Average Call Time	04:10	03:59	03:43	03:53
Call Volume	1085	1029	1061	1011
Aban Calls	61	43	27	50

Ticket Source

Email 11%
Phone 89%
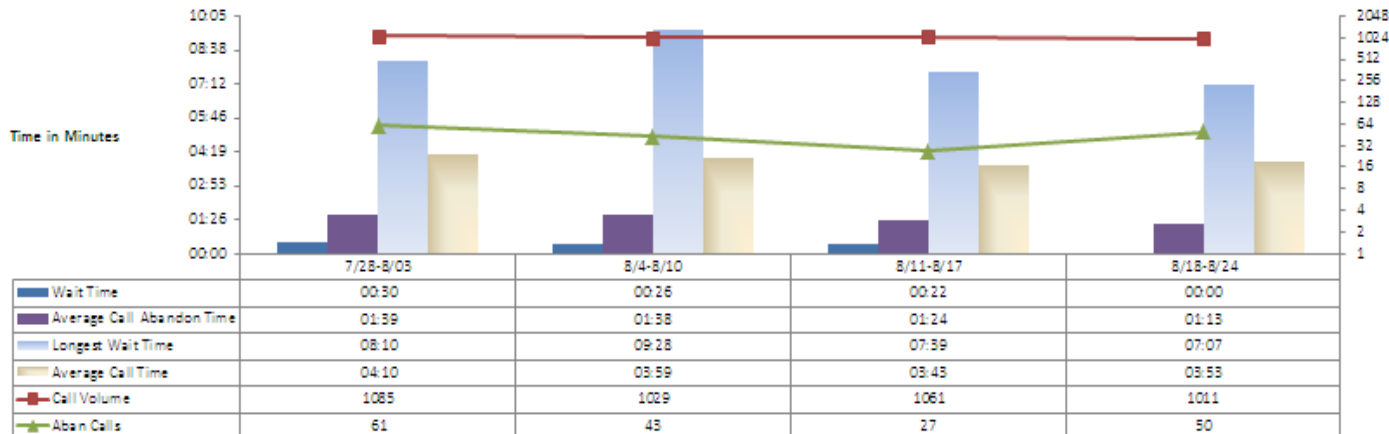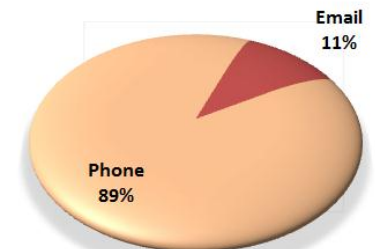
Total = 4,002 tickets

Source: ESC COMiT & Avaya data from 7/28/13 – 8/24/13.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

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Inbound Call Data – 12 Month Lookback

Average Call Volume

Average Wait Time

Average Abandonment Rates

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Timing of Inquiries

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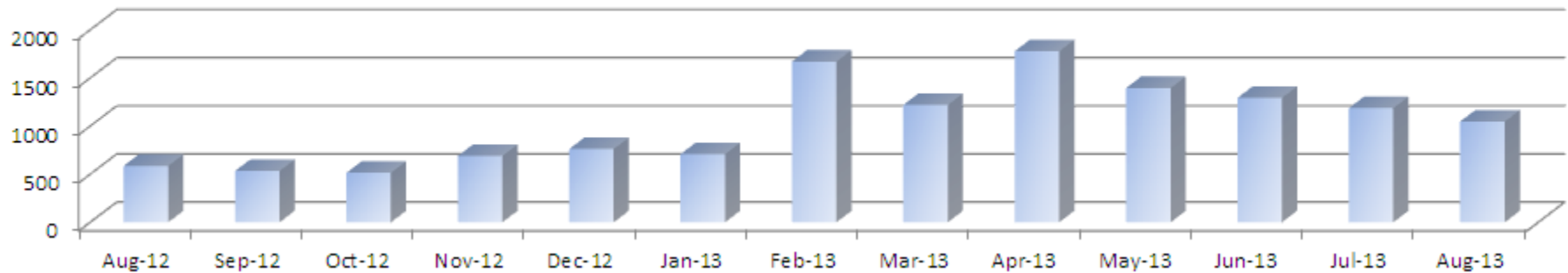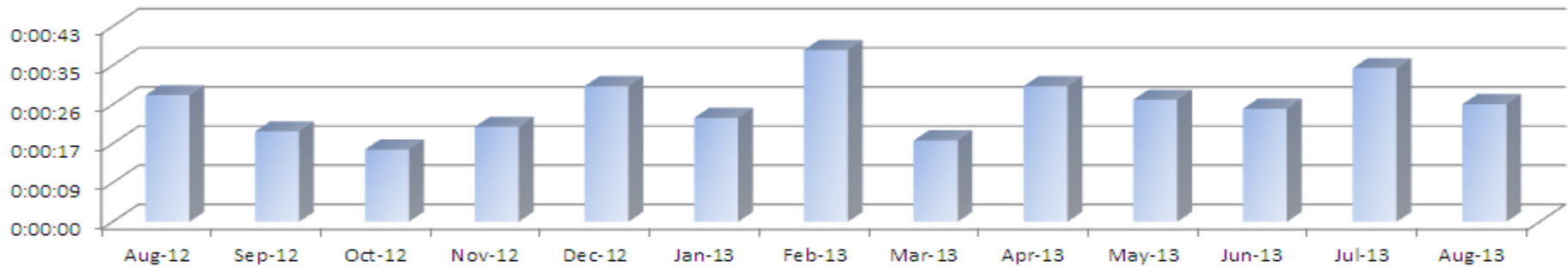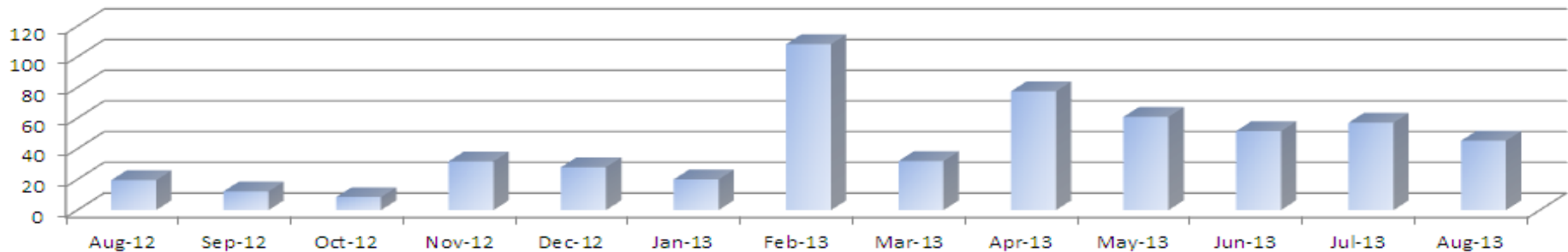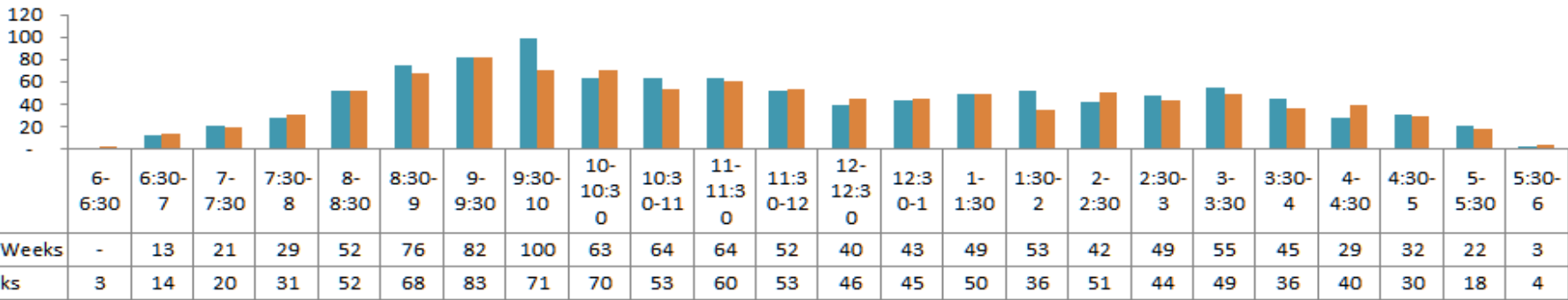**Call volumes continue to peak following weekly time submission deadlines and notifications. Peak call hours are from 8:30 am to 12:00 pm.**

Average Calls by Timeframe
Payroll vs. Non-Payroll Processing Weeks

	6-6:30	6:30-7	7-7:30	7:30-8	8-8:30	8:30-9	9-9:30	9:30-10	10-10:30	10:30-11	11-11:30	11:30-12	12-12:30	12:30-1	1-1:30	1:30-2	2-2:30	2:30-3	3-3:30	3:30-4	4-4:30	4:30-5	5-5:30	5:30-6
■ Avg - Non PY Weeks	-	13	21	29	52	76	82	100	63	64	64	52	40	43	49	53	42	49	55	45	29	32	22	3
■ Avg - PY Weeks	3	14	20	31	52	68	83	71	70	53	60	53	46	45	50	36	51	44	49	36	40	30	18	4

> **Thursday represents the highest volume due to impact of payroll cycle.**

Tickets by Day

	Mon	Tue	Wed	Thu	Fri	Sat	Mon	Tue	Wed	Thu	Fri	Sat	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
■ 08/03/2013	159	111	199	411	197	2																
■ 08/10/2013							132	114	142	380	208	4										
■ 08/17/2013													133	109	146	398	170					
■ 08/24/2013																		160	108	158	357	204

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Inbound Inquiries by Secretariat

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EOHHS agencies represent the largest volume of inquiries to the ESC. CON, IND and EOEEA represent the highest volume as a percent of employees served.
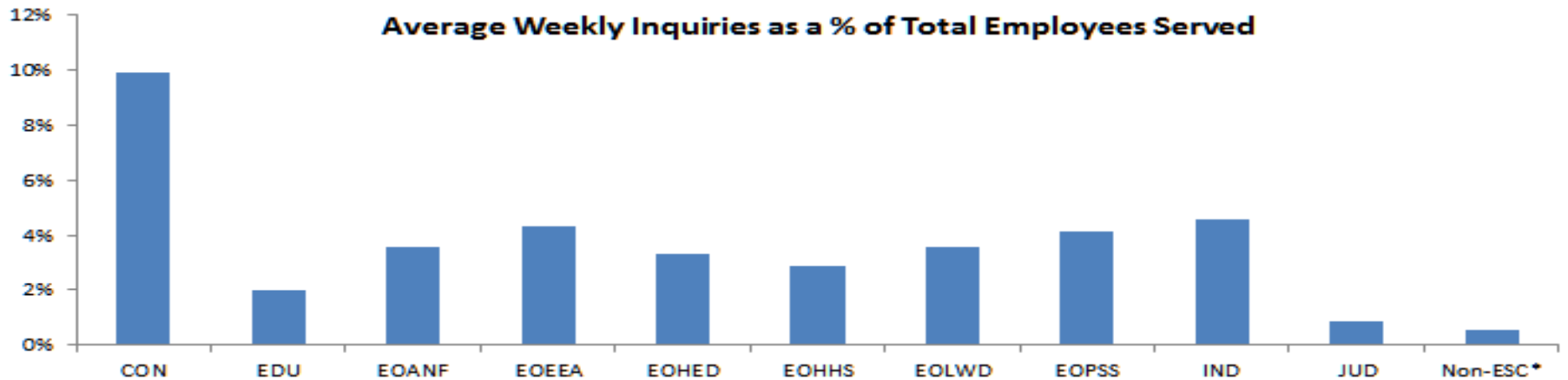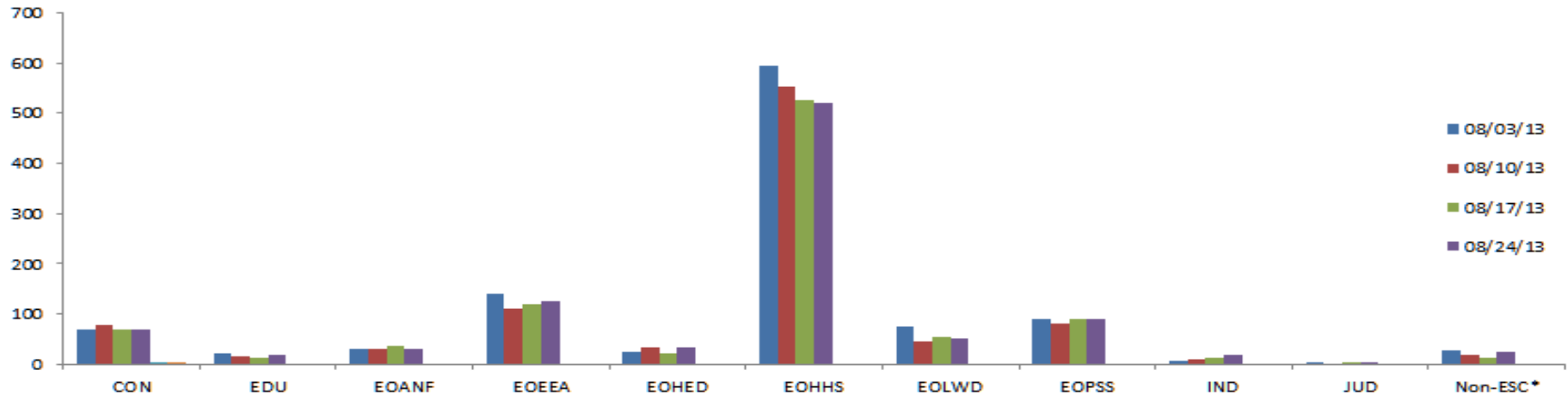
Source: ESC COMiT data from 7/28/13 – 8/24/13. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).

*Non-ESC percentage factored from the total number of inquiries as there is no base population; Non-ESC represents SSTA employees not supported by ESC.

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Inbound Inquiries by Secretariat – Quarterly (Since Full Launch)

Average Weekly Inquiries as a % of Employees Served
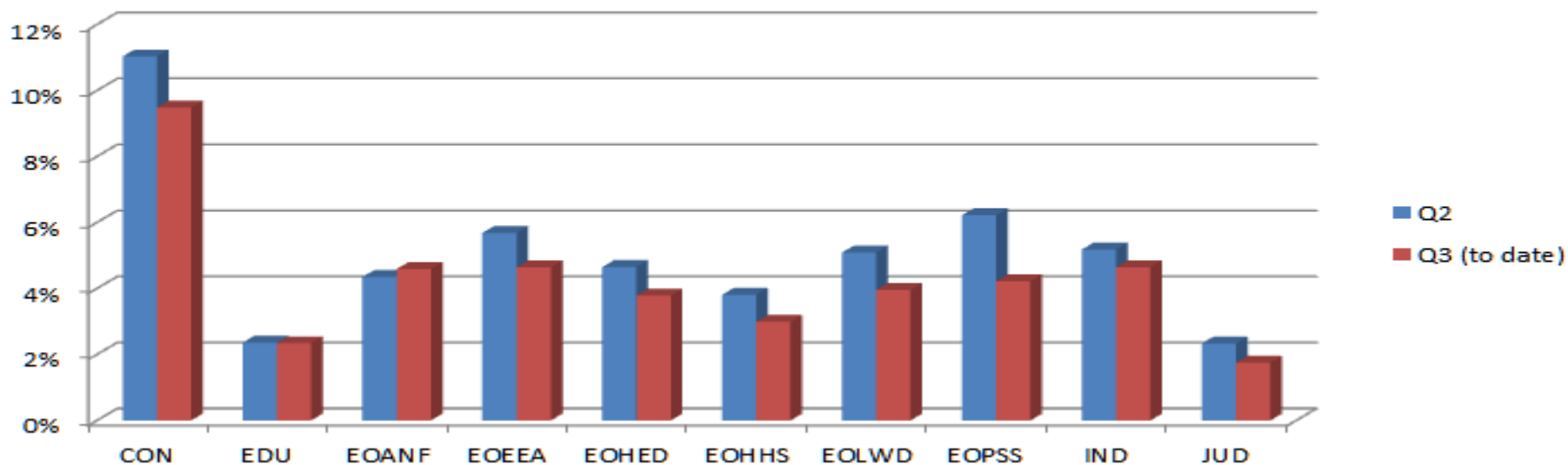
Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies represent the largest volume of outbound calls from the ESC.
The largest volume of outbound calls within EOHHS are to DSS.

Outbound Calls

	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
8/3/2013	24	58	19	106	59	1271	14	122	14	0
8/10/2013	23	30	16	40	21	308	45	22	4	1
8/17/2013	10	41	40	157	31	784	21	115	11	6
8/24/2013	10	26	7	97	10	355	9	49	17	2
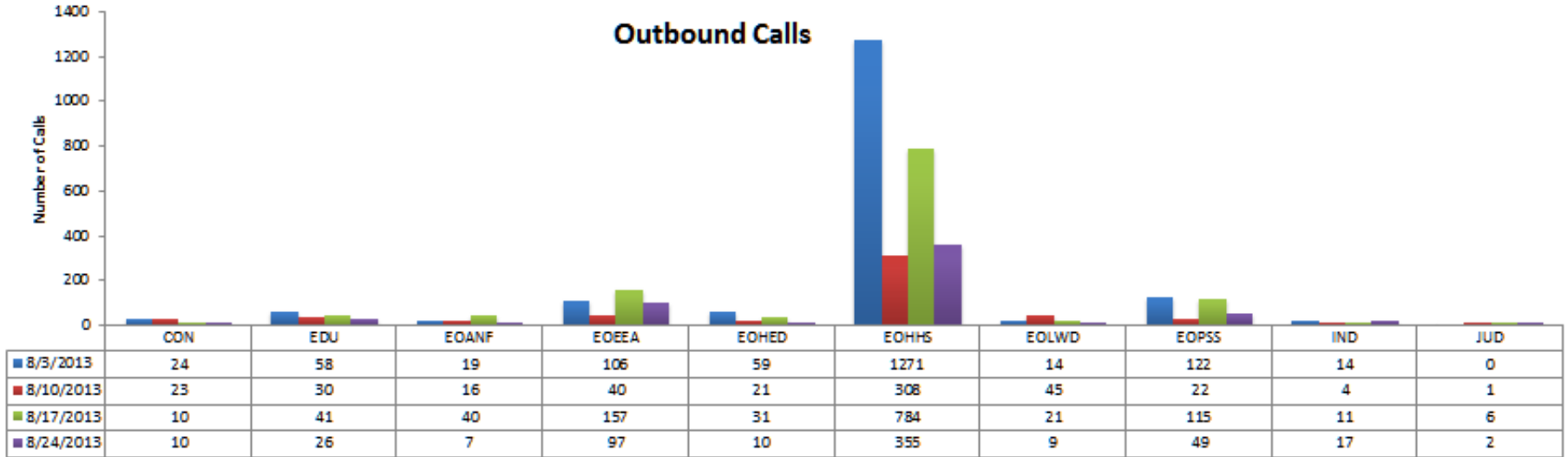
Average weekly calls as a % of Employees Served

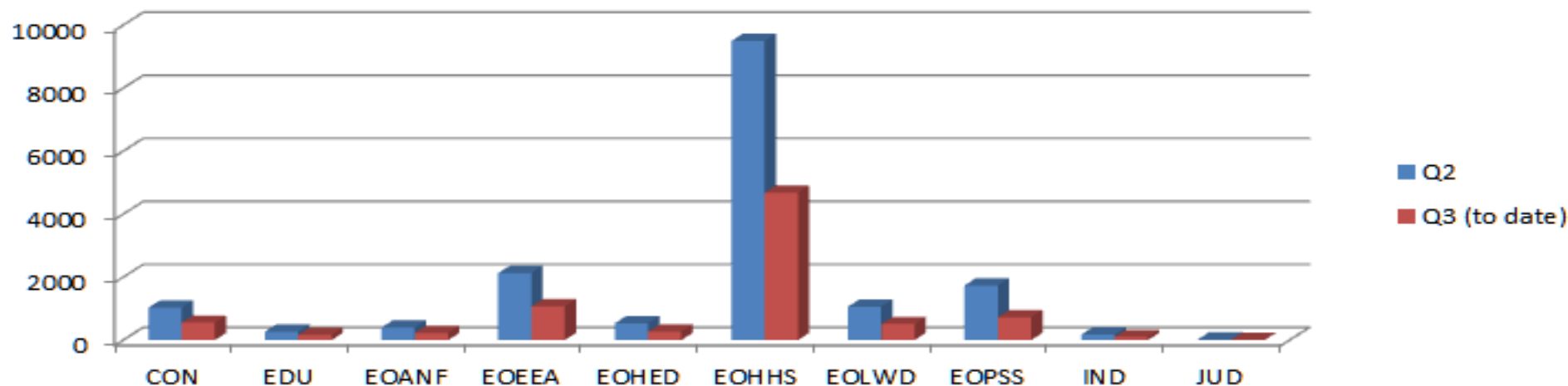**Source:** : ESC Exception Management System data from 7/28/13 – 8/24/13. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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Outbound Exception Management Calls – Monthly Lookback (Since Full Launch)

Outbound calls are made on a weekly basis when employees and approvers miss their deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

Outbound Calls

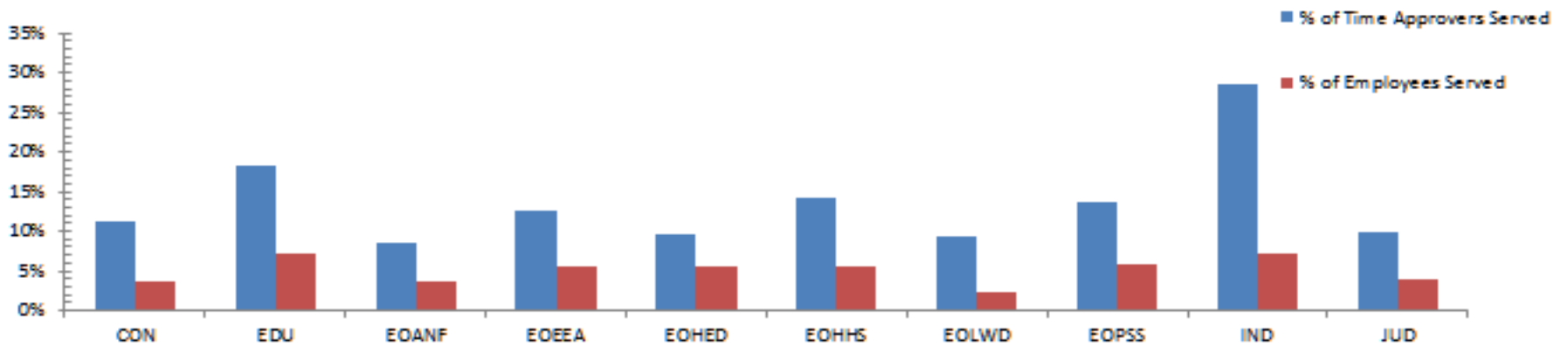|	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
April 2013	69	56	79	215	46	2906	66	186	19	1
May 2013*	83	147	95	304	106	4998	170	273	39	2
June 2013	80	170	33	123	102	2918	84	151	22	2
July 2013	77	141	47	179	107	3485	174	187	56	8
August 2013	67	155	82	400	121	2718	89	308	46	9
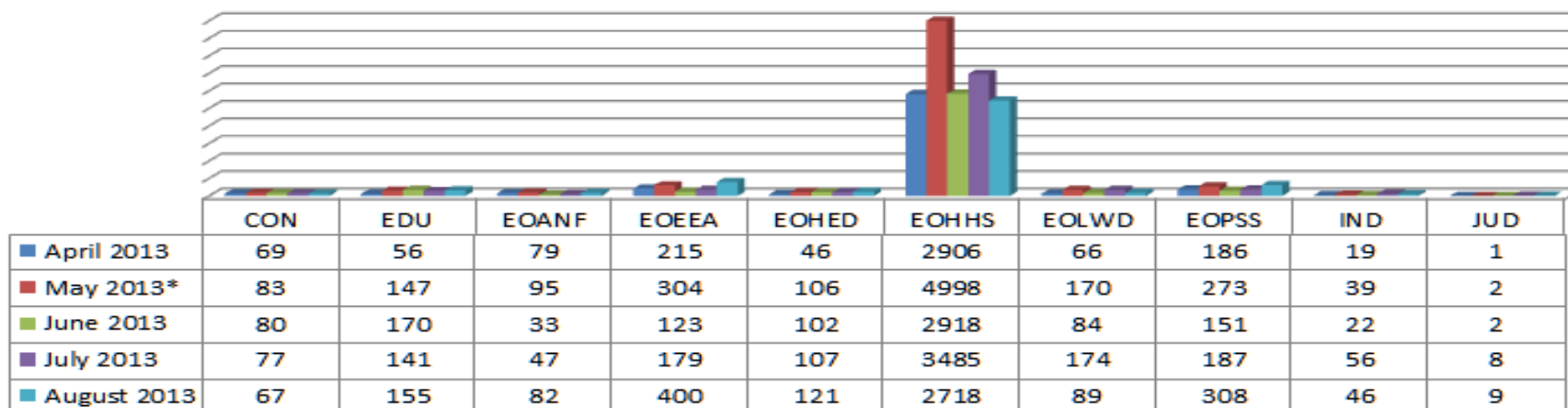
*May 2013 represents 6 weeks

Average Monthly Calls as a % of Employees Served

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Type of Inquiries Received

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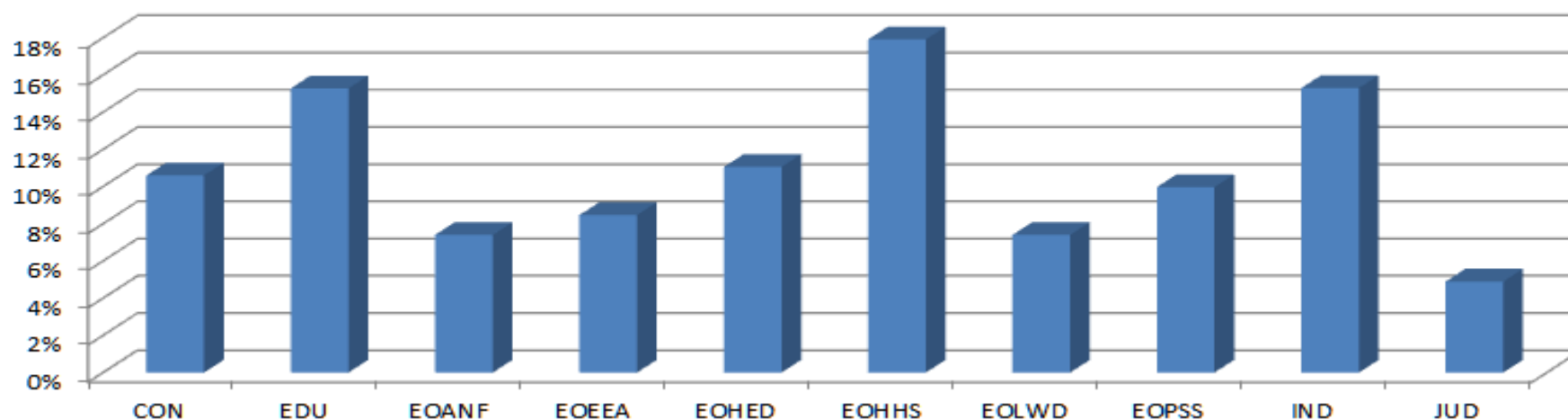
Password Resets remain the most common inquiry type, followed by Time Entry and Reg Time.

Top Inquiry Classifications

	HR/CMS Password Reset	Time Entry	Reg Time	Time Off	Reported Time Approvals	Balance Inquiry
8/3/2013	615	212	35	45	20	25
8/10/2013	520	210	49	43	18	29
8/17/2013	505	220	45	43	24	17
8/24/2013	506	204	49	45	40	16

Source: ESC COMiT data from 7/28/13 – 8/24/13.

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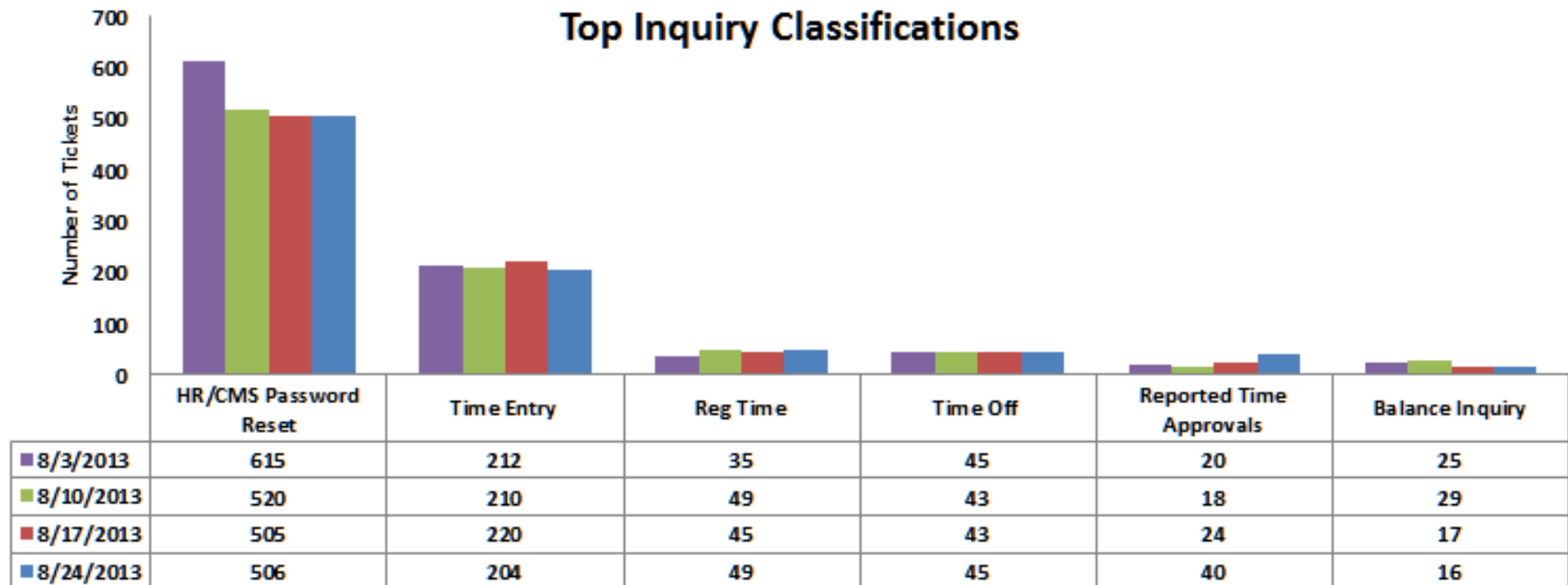
Type of Inquiries Received – Since Full Launch

Top Inquiry Classifications Since Full Launch

	HR/CMS Password Reset	Time Entry	Time Off	Reg Time	HR/CMS Technical Issues	Reported Time Approvals
April	3082	903	501	495	88	277
May*	3543	1394	476	435	475	192
June	2631	963	223	194	237	97
July	2339	887	220	221	81	109
August	2146	846	176	178	68	102

*May 2013 represents 6 weeks
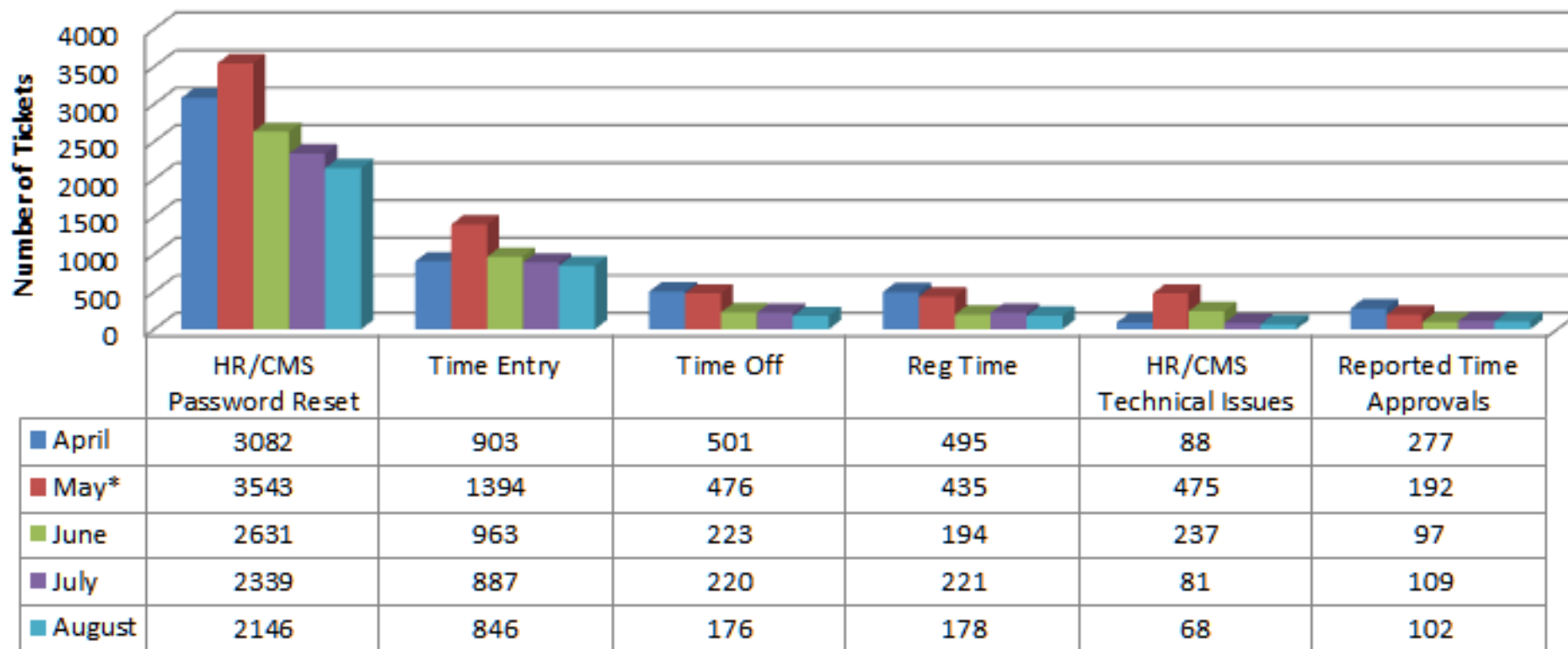
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Case Resolution Time

SLA Metric	Target	Current Period (07/28/13 – 08/24/13)	Previous Period (06/30/13 – 07/27/13)	Previous Period (06/02/13 – 06/29/13)
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.7%	100%	99.9%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 97% 3 Days – 99%	1 Day – 99% 3 Days – 99%	1 Day – 99% 3 Days – 99%

Source: ESC COMiT data from 7/28/13 – 8/24/13

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Customer Satisfaction Survey Results

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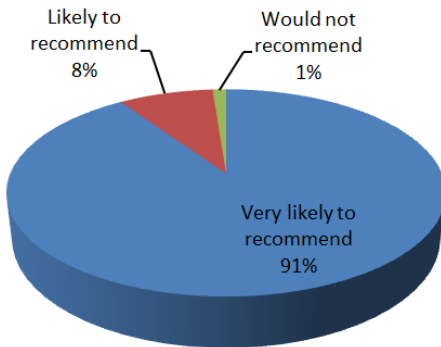| SLA Metric	Target	Current Period (07/28/13 – 08/24/13)	Previous Period (6/30/12 – 07/27/13)	Previous Period (06/02/13 – 06/29/13)
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample.)	80% of customers rate overall satisfaction good to excellent	97 % rated good to excellent (2.1 % response rate)	97% rated good to excellent (1.9% response rate)	96% rated good to excellent (3.0% response rate)

How would you rate the quality of service you received from the Employee Service center?

Fair 2% Poor 1% Very good 11% Excellent 86%
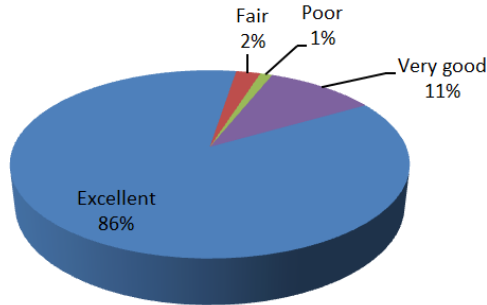
How likely would you be to recommend the Employee Service Center to a colleague?

Likely to recommend 8% Would not recommend 1% Very likely to recommend 91%

Sample Comments:

"Was very happy with the service and that we were able to resolve the matter."

"This was my first experience requesting help, and I was very impressed with the response time, and your automated messages. Thank you for your assistance!"

"This was one of three calls made to the ESC. Staff was extremely helpful and had a solid understanding of the SSTA system."

"Since employees are not always where a computer available for recording payroll time, the telephone service you provide is a valuable timely service."

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 7/28/13 – 8/24/13.

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SLA Targets vs. Actual Performance

Metric	Target	Current Period Performance 7/28/13 – 8/24/13	Previous Period Performance 6/30/13 – 7/27/13	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 2 minutes 90% of the time	26 seconds	34 seconds	⬆
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.7%	99%	⬆
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	97% within 1 Day and 99% within 3 Days	99% within 1 Day and 99% within 3 Days	⬆
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	96% rated good to excellent (2.1% responded)	97% rated good to excellent (1.9% responded)	⬆
Percent of notification runs executed to completion: • All: Reminder Report Time • Employees: Unreported time - 1st & 2nd notice • Approvers: Unapproved reported time - 1st & 2nd notice • Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice • Failsafe outreach to Agy. HR/PY and signatories • Failsafe outreach to CTR and CHRO	95%	100%	100%	▭ ▭
Secretariat ad hoc reports produced within established timeframes: • Simple*: 3 business days • Complex*: 7 business days	90%	None requested	None requested	▭ ▭
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	▭ ▭

Review Schedule
Service Charter Scorecard

Service Month*		Report Available
Start Date	**End Date**	**Report Available**
6/30/2013	7/27/2013	08/21/2013
7/28/2013	8/24/2013	09/18/2013
8/25/2013	9/21/2013	10/16/2013
9/22/2013	10/19/13	11/13/2013
10/20/2013	11/30/2013	12/18/2013
12/01/2013	12/28/2013	01/22/2014
12/29/2013	1/25/2014	02/19/2014
1/26/2014	2/22/2014	03/19/2014
2/23/2014	3/22/2014	04/16/2014
3/23/2014	4/19/2014	05/14/2014
4/20/2014	5/31/2014	06/18/2014
6/1/2014	6/28/2014	07/23/2014

*Note: "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.

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Appendix:
Agencies Served

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Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	18	DPH-Department Of Public Health	3171	MCD-Commission For The Deaf And Hard of Hearing	86
AGR-Department Of Agricultural Resources	96	DPS-Department Of Public Safety	51	MGC - Massachusetts Gaming Commission	62
ALA-Administrative Law Appeals Division	33	DPU-Department Of Public Utilities	146	MIL-Massachusetts National Guard	315
ANF-Eo Administration & Finance	48	DSS-Department Of Children And Families	3224	MMP-Massachusetts Marketing Partnership	22
APC-Appeals Court	90	DYS-Department Of Youth Services	885	MRC-Mass Rehabilitation Commission	920
ART-Mass Cultural Council	26	EDU-Executive Office Of Education	79	OCD-Dept Of Housing And Community	296
ATB-Appellate Tax Board	20	EEC-Department Of Early Education	204	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	12	EED-Executive Office Of Housing & Economic Development	47	ORI-Office For Refugees And Immigrants	21
CDA-Massachusetts Emergency Management Agency	99	EHS - Executive Office of Health and Human Services	1561	OSC-Office Of The Comptroller	125
CHE-Soldiers' Home In Massachusetts	380	ELD-Department Of Elder Affairs	59	OSD-Division Of Operational Services	82
CHS-Department of Criminal Justice Information Systems	40	ENE-Department Of Energy Resources	54	PAR-Parole Board	205
CME-Chief Medical Examiner	74	ENV-Executive Office Of Energy and Environmental Affairs	299	REG-Division Of Professional Licensure	122
CSC-Civil Service Commission	7	EOL-Executive Office Of Workforce Development	1598	RGT-Department Of Higher Education	75
CSW-Commission On Status Of Women	2	EPS-Executive Office Of Public Safety and Security	193	SCA-Office Of Consumer Affairs And Business Regulations	31
DCP-Capital Asset Management And Maintenance	356	EQE-Department Of Environmental Protection	833	SDA-Sheriffs Department Association	0
DCR-Department Conservation And Recreation	970	FWE-Department Of Fish And Game	321	SEA-Department Of Business And Technology	23
DFS-Department Of Fire Services	572	GIC-Group Insurance Commission	57	SOR-Sex Offender Registry	45
DMH - Department of Mental Health	3342	HCF-Health Care Finance & Policy	108	SRB-State Reclamation Board	166
DMR -Department of Developmental Services	3296	HLY-Soldiers' Home In Holyoke	384	TAC-Department Of Telecommunications	25
DOB-Division Of Banks	166	HPC - Health Policy Commission	0	TRB-Teachers Retirement Board	97
DOC - Department of Corrections	543	HRD-Human Resources Division	143	TRE-Office Of The State Treasurer	230
DOE-Department Of Elementary & Secondary Education	519	LIB-George Fingold Library	12	VET-Department Of Veterans Service	77
DOI-Division Of Insurance	122	LOT-Lottery And Gaming Commission	415	VWA-Victim And Witness Assistance	17
DOS-Division Of Standards	18	MCB-Mass Commission For The Blind	175	WEL-Department Of Transitional Assistance	1585
				Grand Total:	**29506**

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Appendix: Inquiries by Agency

- Note: No inquiries were received for this service month from:

  - CSC

  - MMP

  - TAC

Education Secretariat Agencies
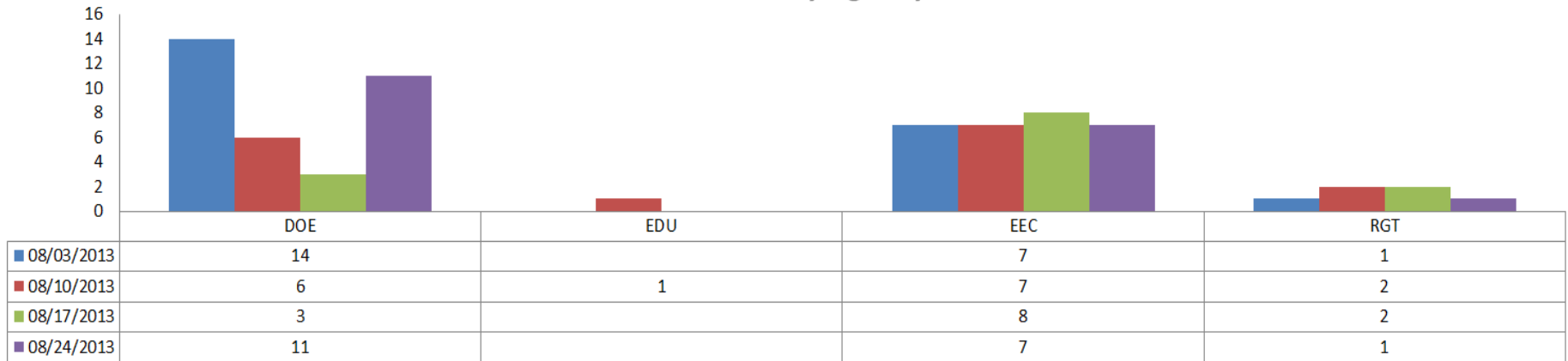
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Number of Tickets by Agency

	DOE	EDU	EEC	RGT
■ 08/03/2013	14		7	1
■ 08/10/2013	6	1	7	2
■ 08/17/2013	3		8	2
■ 08/24/2013	11		7	1

Two tickets were forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013

Inquiry Classifications (Across EDU Agencies)

Classification	Count
HR/CMS Password Reset	50
Time Entry	6
HR/CMS Technical Issues	5
Time Off	4
Reported Time Approvals	2
Reports To	2
HR/CMS Data Setup & Badges	1

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EOANF Secretariat Agencies

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Number of Tickets by Agency

	ALA	ANF	ATB	DCP	GIC	HPC	HRD	LIB	OHA	OSD	TRB	BSB
■ 08/03/2013				20		1	19	1	1	2	1	1
■ 08/10/2013	1			15			19	2		7	1	2
■ 08/17/2013		1	1	20	1		7	1		7	1	1
■ 08/24/2013		1	3	15	1	1	14	1		3	2	

Two tickets were forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013

Inquiry Classifications
(Across EOANF Agencies)

Bar chart values: HR/CMS Password Reset: 74, Balance Inquiry: 41, Time Entry: 27, Reg Time: 8, Reported Time Approvals: 4, HR/CMS Technical Issues: 4, Benefits: 2, HR/CMS Data Setup & Badges: 2, Exception Management: 1, Pay Info/Online Paystubs: 1, Payable Time Approvals: 1, Employee Personal Data: 1, Time Off: 1, Delegations: 1, Training & Navigation: 1, Missing/Incorrect: 1, Overtime: 1, Reports To: 1, PPA Entry: 1, Payroll: 1

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EOEEA Secretariat Agencies

Number of Tickets by Agency

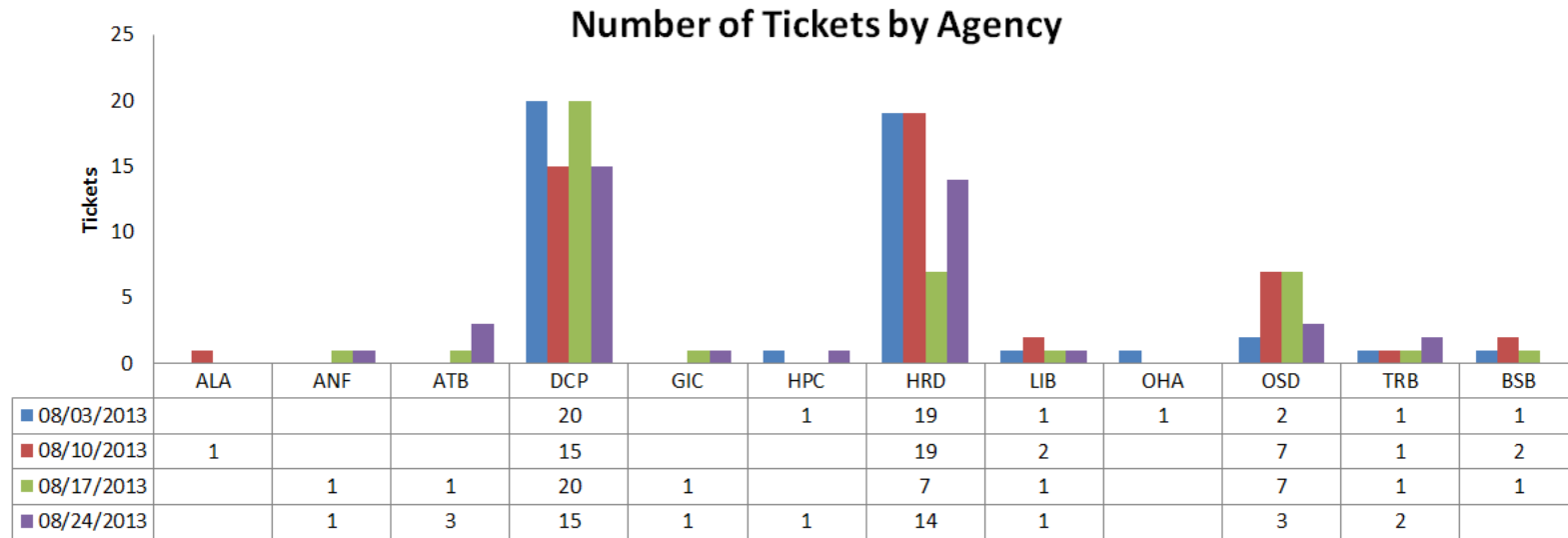|	AGR	DCR	DPU	ENE	ENV	EQE	FWE	SRB
08/03/2013	2	84	4	1	15	15	16	2
08/10/2013	1	66	7		12	12	9	4
08/17/2013	4	75	11		10	14	5	
08/24/2013	1	76	8	1	11	19	7	3

18 tickets were forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013
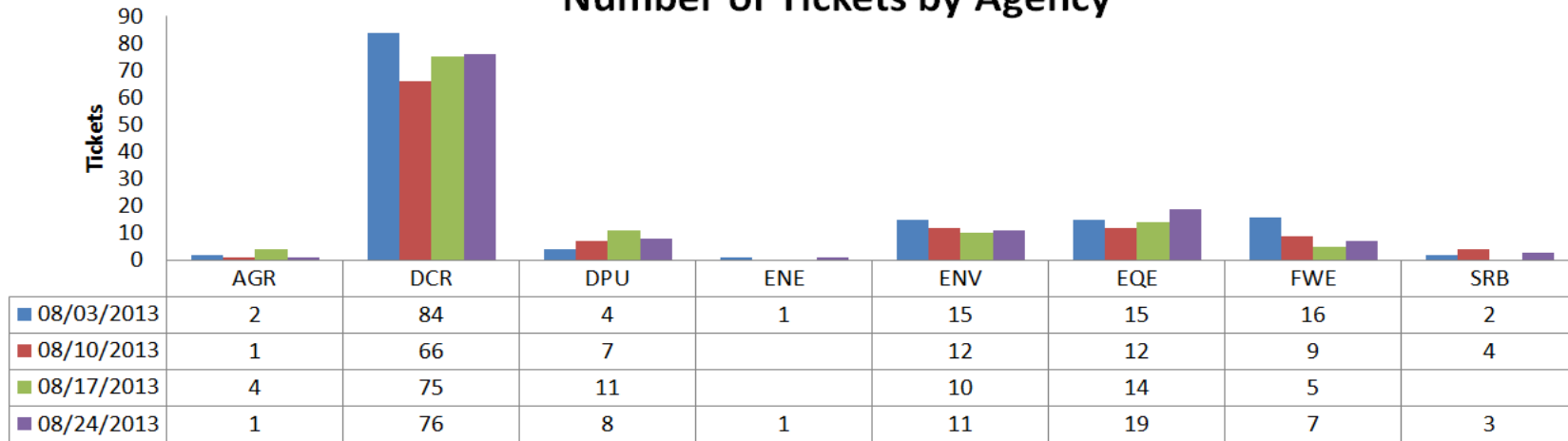
Inquiry Classifications
(Across EOEEA Agencies)

Classification	Count
Time Entry	187
HR/CMS Password Reset	163
Time Off	30
Reg Time	27
Overtime	15
Reported Time Approvals	11
Balance Inquiry	10
HR/CMS Technical Issues	8
PPA Inquiry	7
Training & Navigation	5
Delegations	5
Payroll	4
PPA Entry	4
Ad Hoc Report Requests	3
Missing/Incorrect	3
Restricted Access TRCs	3
Employee Personal Data	2
Payable Time Approvals	2
Technical Reporting Issues / ...	1
Alternative Work/Flex	1
Deadlines/Notifications	1
HR/CMS Data Setup & Badges	1
Benefits	1
Reports To	1

EOHED Secretariat Agencies

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Number of Tickets by Agency

	DOB	DOI	EED	OCD	REG	SCA	SEA	DOS
08/03/2013	5	4		8	6			3
08/10/2013	5	5		16	3		3	2
08/17/2013	3	7		8	2	1	1	1
08/24/2013	3	6	1	5	7	2	3	6

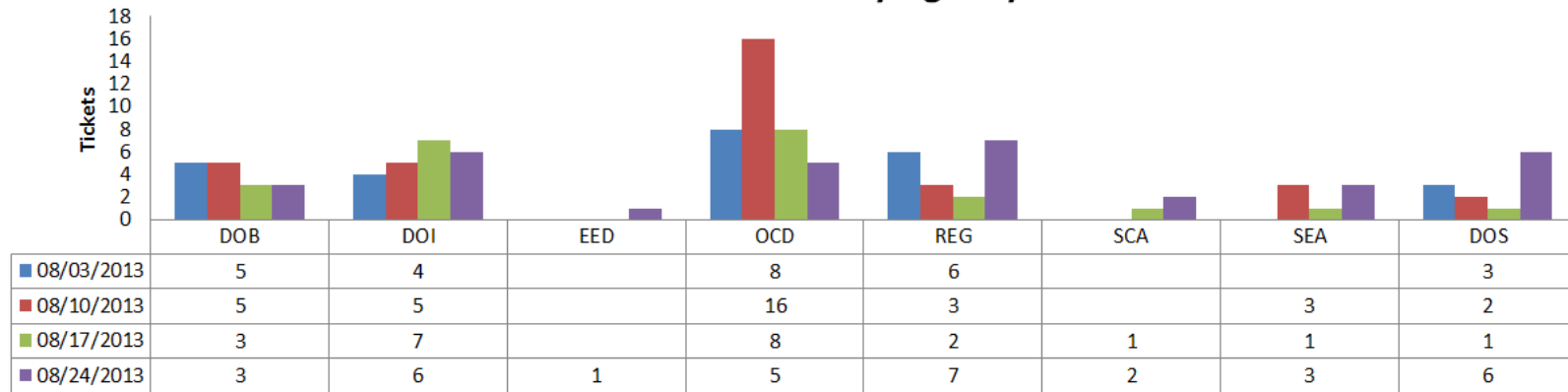**Two tickets were forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013**

Inquiry Classifications (Across EOHED Agencies)

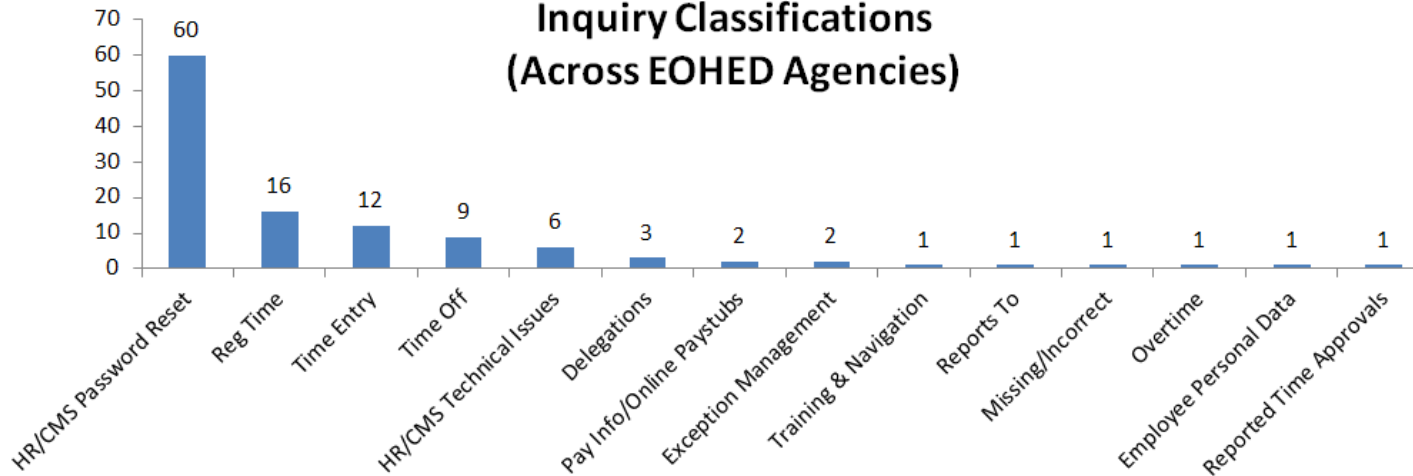| Classification	Count
HR/CMS Password Reset	60
Reg Time	16
Time Entry	12
Time Off	9
HR/CMS Technical Issues	6
Delegations	3
Pay Info/Online Paystubs	2
Exception Management	2
Training & Navigation	1
Reports To	1
Missing/Incorrect	1
Overtime	1
Employee Personal Data	1
Reported Time Approvals	1

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EOHHS Secretariat Agencies

Number of Tickets by Agency

	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	VET	WEL	ORI
08/03/2013	4	131	66	107	77	23	66	3	5	16		26	1	53	
08/10/2013	5	129	77	98	69	11	58	1	7	10	1	26	2	45	
08/17/2013	3	117	72	97	86	12	49	1	5	12		17	1	48	1
08/24/2013	11	126	56	69	90	19	58		2	12	2	26	1	39	

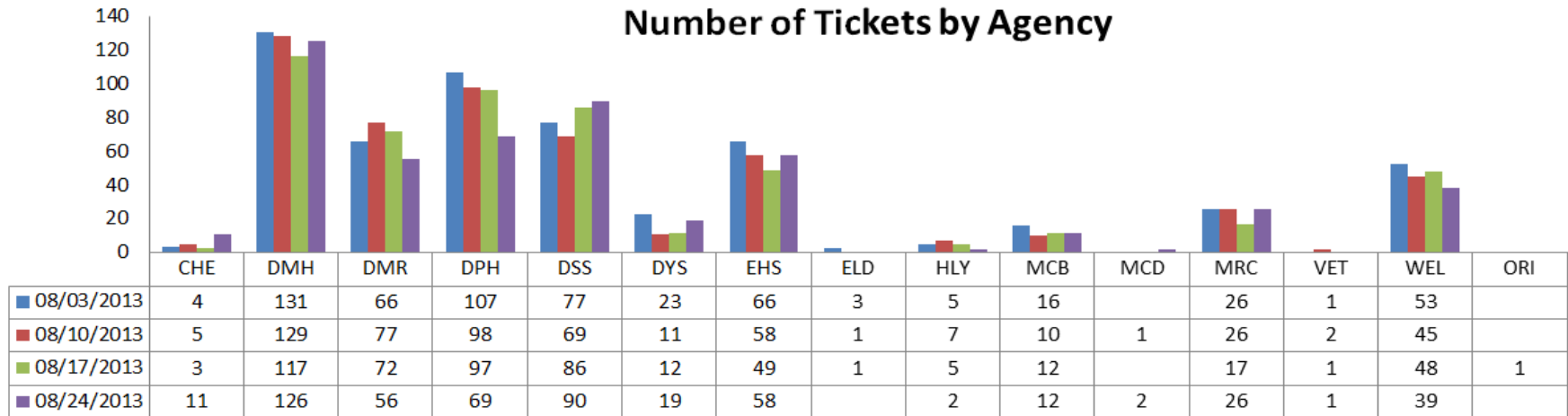**107 tickets were forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013**

Inquiry Classifications (Across EOHHS Agencies)
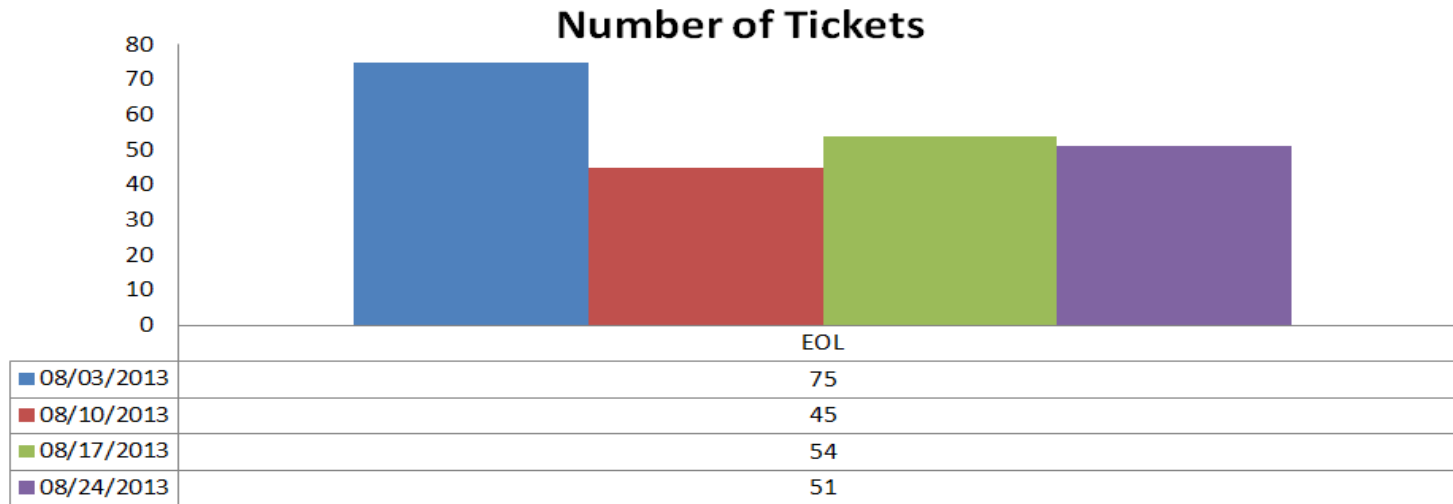
Classification	Count
HR/CMS Password Reset	1323
Time Entry	255
Time Off	101
Reg Time	95
Reported Time Approvals	68
Overtime	46
Delegations	41
HR/CMS Technical Issues	31
Training & Navigation	27
Balance Inquiry	26
Payroll	23
Pay Info/Online Paystubs	21
HR/CMS Data Setup & Badges	18
Reports To	17
Payable Time Approvals	12
PPA Inquiry	10
PPA Entry	9
Missing/Incorrect	7
Restricted Access TRCs	4
Employee Personal Data	4
Deadlines/Notifications	3
Benefits	3
TCD Technical Issues	2
Technical Reporting Issues / ...	1
Ad Hoc Report Requests	1
Alternative Work/Flex	1

EOLWD Secretariat Agencies

MassHR
Delivering HR Services That Matter

Number of Tickets

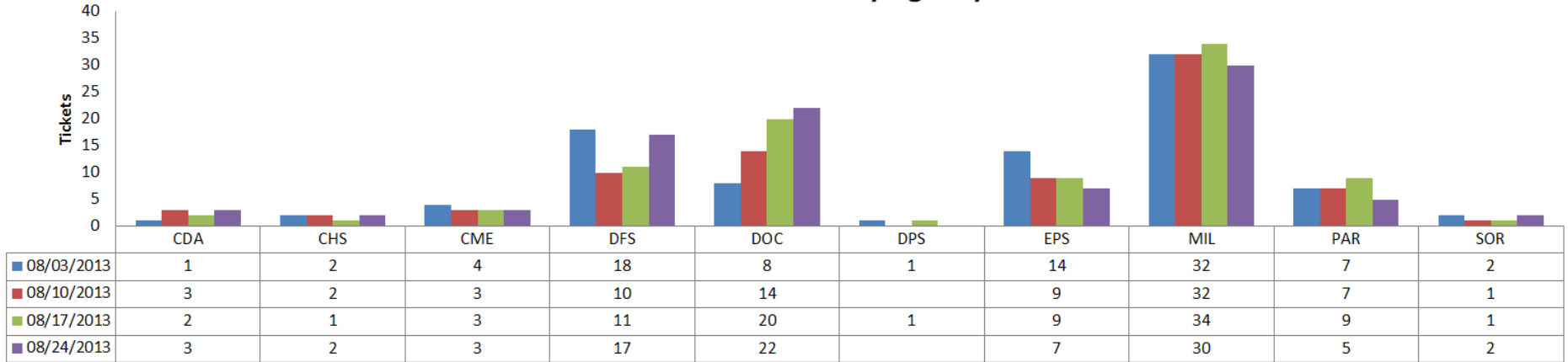|	EOL
■ 08/03/2013	75
■ 08/10/2013	45
■ 08/17/2013	54
■ 08/24/2013	51

10 tickets were forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013

Inquiry Classifications (Across EOLWD Agencies)

Classification	Count
HR/CMS Password Reset	171
Time Entry	17
Reported Time Approvals	5
Time Off	5
Reports To	4
Delegations	3
Training & Navigation	3
Payroll	3
HR/CMS Technical Issues	3
Balance Inquiry	2
Reg Time	2
PPA Inquiry	2
Payable Time Approvals	1
Benefits	1
Restricted Access TRCs	1
Overtime	1
Pay Info/Online Paystubs	1

EOPSS Secretariat Agencies

Number of Tickets by Agency

	CDA	CHS	CME	DFS	DOC	DPS	EPS	MIL	PAR	SOR
■ 08/03/2013	1	2	4	18	8	1	14	32	7	2
■ 08/10/2013	3	2	3	10	14		9	32	7	1
■ 08/17/2013	2	1	3	11	20	1	9	34	9	1
■ 08/24/2013	3	2	3	17	22		7	30	5	2

Two tickets were forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013

**Inquiry Classifications
(Across EOPSS Agencies)**

Classification	Count
HR/CMS Password Reset	153
Time Entry	129
Time Off	19
Reg Time	13
HR/CMS Technical Issues	9
Reported Time Approvals	7
Delegations	5
Overtime	4
Balance Inquiry	2
PPA Inquiry	2
Reports To	2
Training & Navigation	1
HR/CMS Data Setup & Badges	1
Payroll	1
PPA Entry	1
Exception Management	1
Pay Info/Online Paystubs	1
Restricted Access TRCs	1

OSC Tickets and Classification

Number of Tickets

	OSC
■ 08/03/2013	1
■ 08/10/2013	2
■ 08/17/2013	5
■ 08/24/2013	3

Inquiry Classifications

Classification	Count
HR/CMS Password Reset	8
Time Entry	2
Reg Time	1

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APC Tickets and Classification

MassHR
Delivering HR Services That Matter

Number of Tickets

	APC
■ 08/03/2013	1
■ 08/17/2013	1
■ 08/24/2013	1

The ESC did not receive any requests week ending 08/10/2013

Inquiry Classifications

HR/CMS Password Reset	Exception Management	Pay Info/Online Paystubs
1	1	1

The Commonwealth of Massachusetts

VWA Data Tickets and Classification

Number of Tickets

The ESC did not receive any requests weeks ending 08/03/2013, 08/10/2013 or 08/24/13

Inquiry Classifications
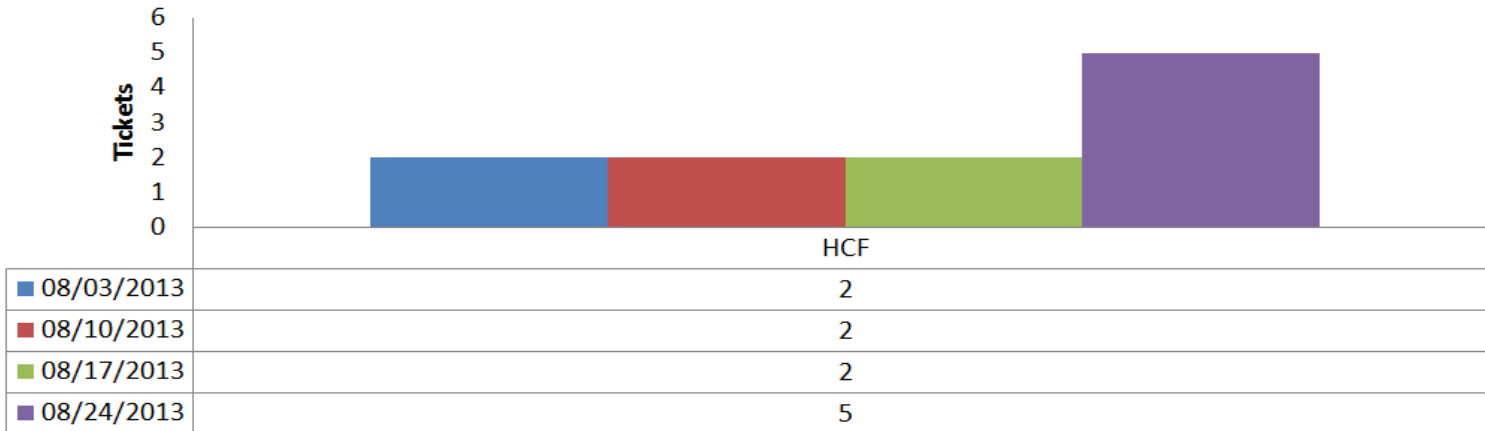
The Commonwealth of Massachusetts

HCF Tickets and Classification

Number of Tickets

	HCF
■ 08/03/2013	2
■ 08/10/2013	2
■ 08/17/2013	2
■ 08/24/2013	5

Inquiry Classifications

HR/CMS Password Reset	Reported Time Approvals	HR/CMS Technical Issues
9	1	1

TRE Tickets and Classification

MassHR
Delivering HR Services That Matter

Number of Tickets

	TRE
■ 08/03/2013	4
■ 08/10/2013	5
■ 08/17/2013	4
■ 08/24/2013	9

Inquiry Classifications

HR/CMS Password Reset	Delegations	HR/CMS Technical Issues	Training & Navigation	Time Entry	Payroll
16	2	1	1	1	1

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ART Tickets and Classification

Number of Tickets

	ART
08/17/2013	1
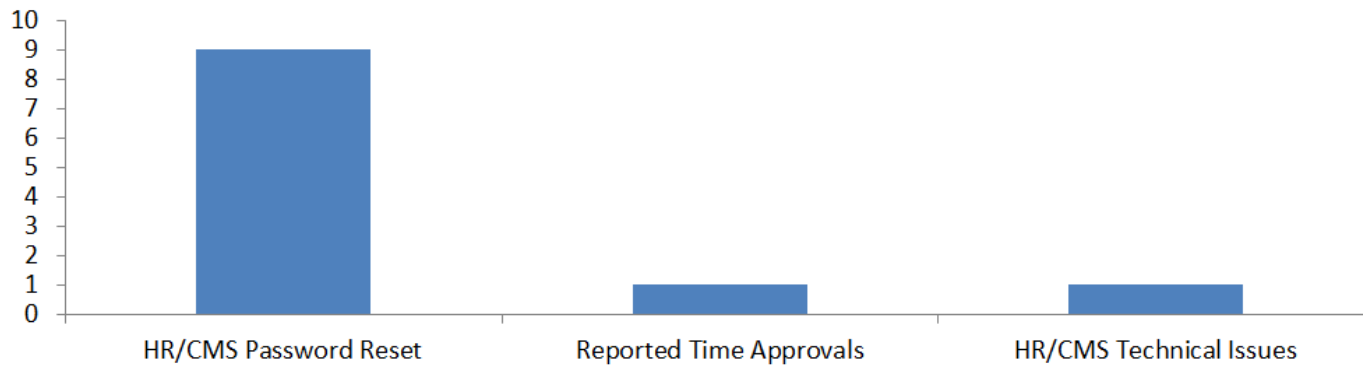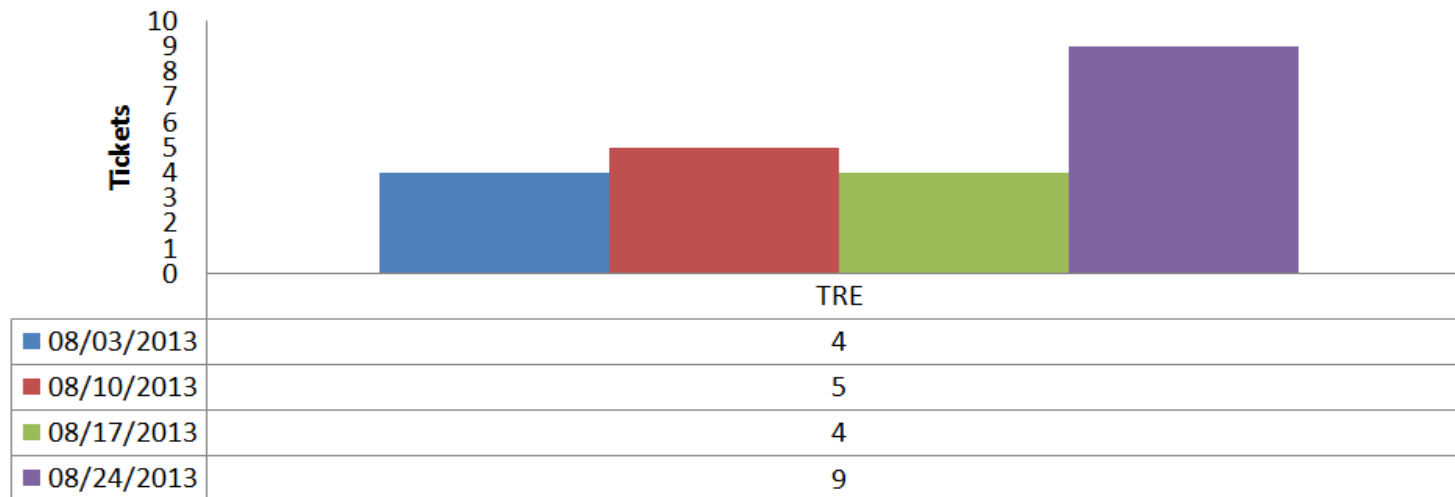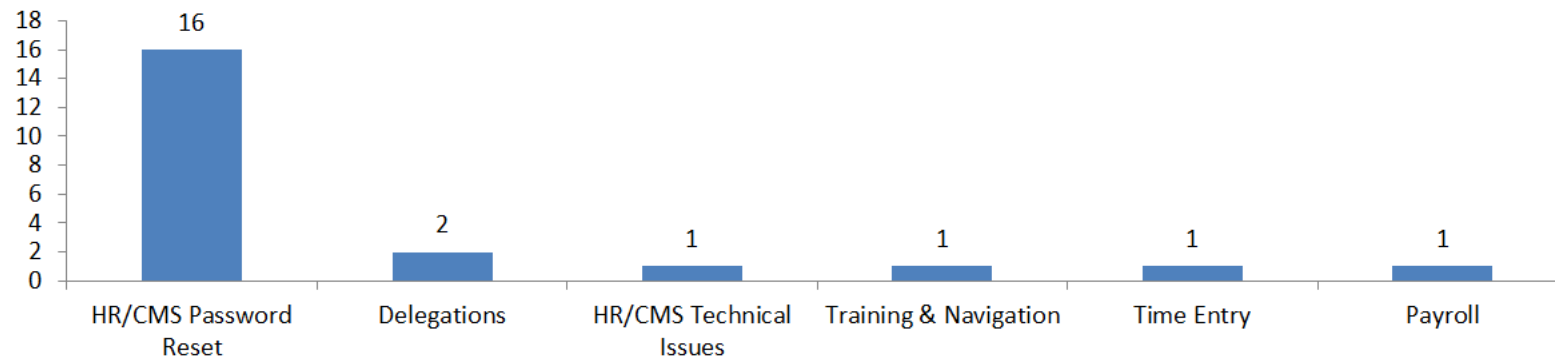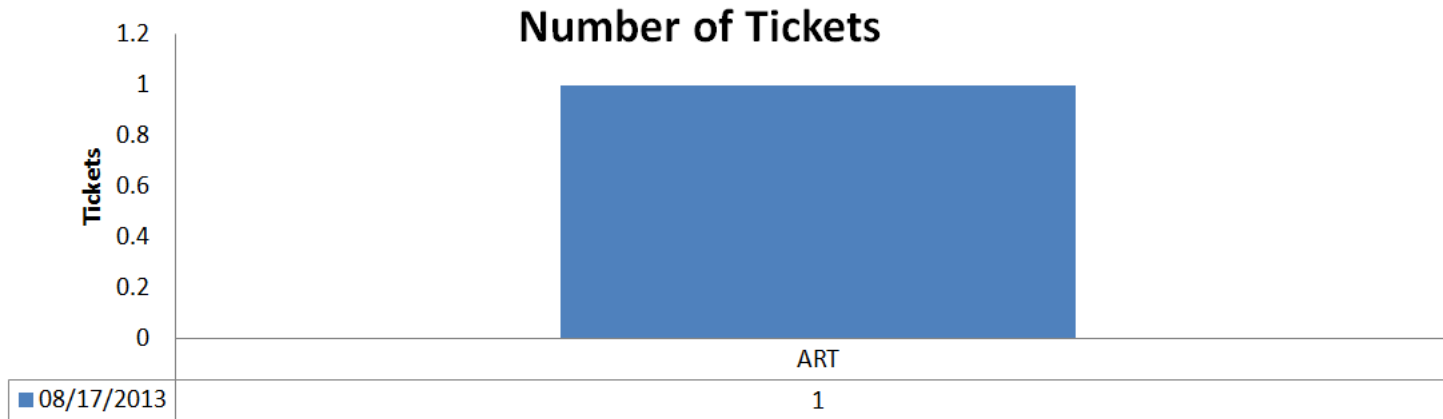
The ESC did not receive any requests the weeks ending 08/03/2013, 08/10/2013 or 08/24/2013
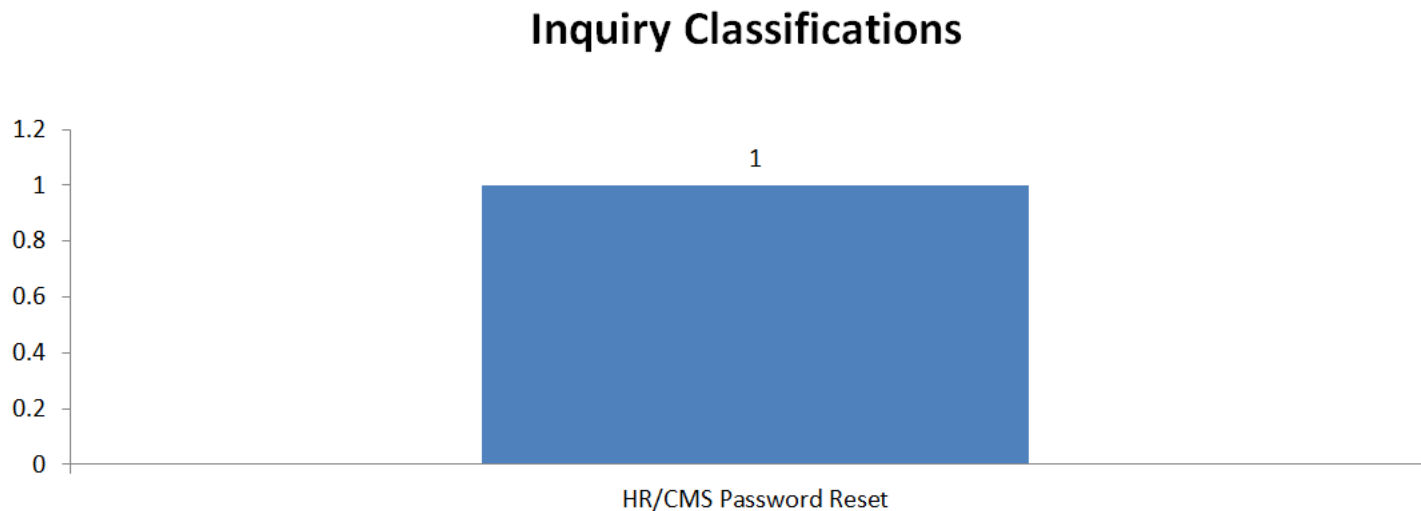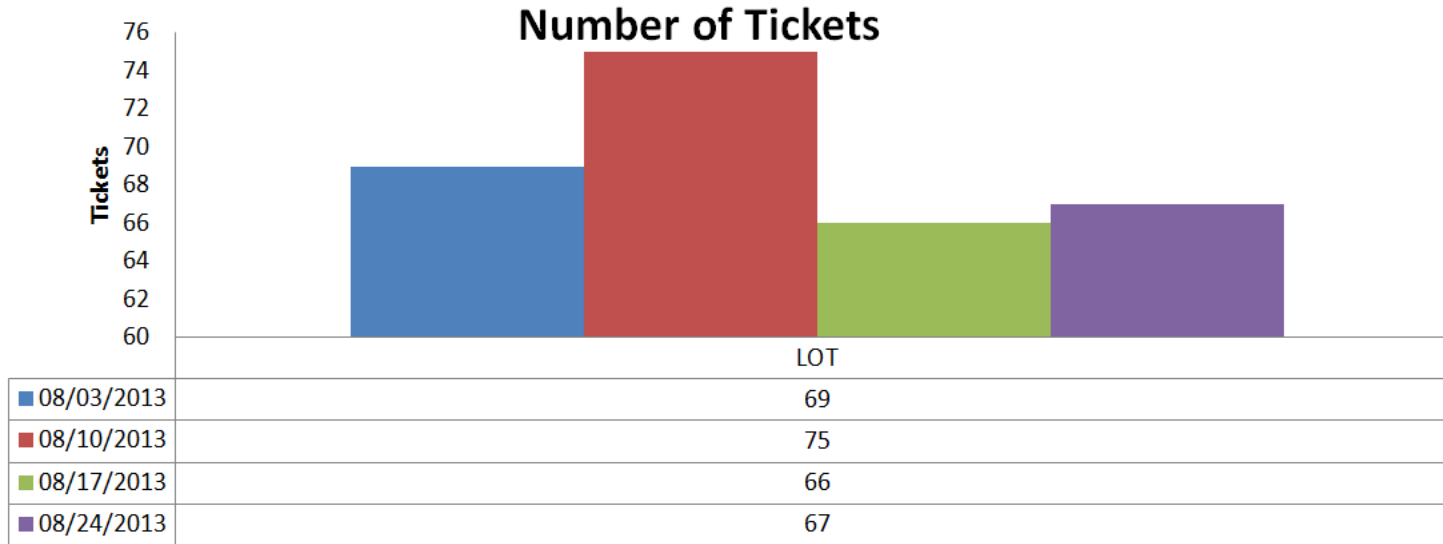
Inquiry Classifications

HR/CMS Password Reset — 1

LOT Tickets and Classification

MassHR
Delivering HR Services That Matter

Number of Tickets

	LOT
■ 08/03/2013	69
■ 08/10/2013	75
■ 08/17/2013	66
■ 08/24/2013	67

One ticket was forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013

Inquiry Classifications

Time Entry	HR/CMS Password Reset	Reg Time	Time Off	Balance Inquiry	Alternative Work/Flex	Reported Time Approvals	Training & Navigation	MHR Time Entry
207	37	14	7	5	3	2	1	1

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MGC Tickets and Classification

MassHR
Delivering HR Services That Matter

Number of Tickets

	MGC
■ 08/10/2013	2
■ 08/17/2013	2
■ 08/24/2013	3
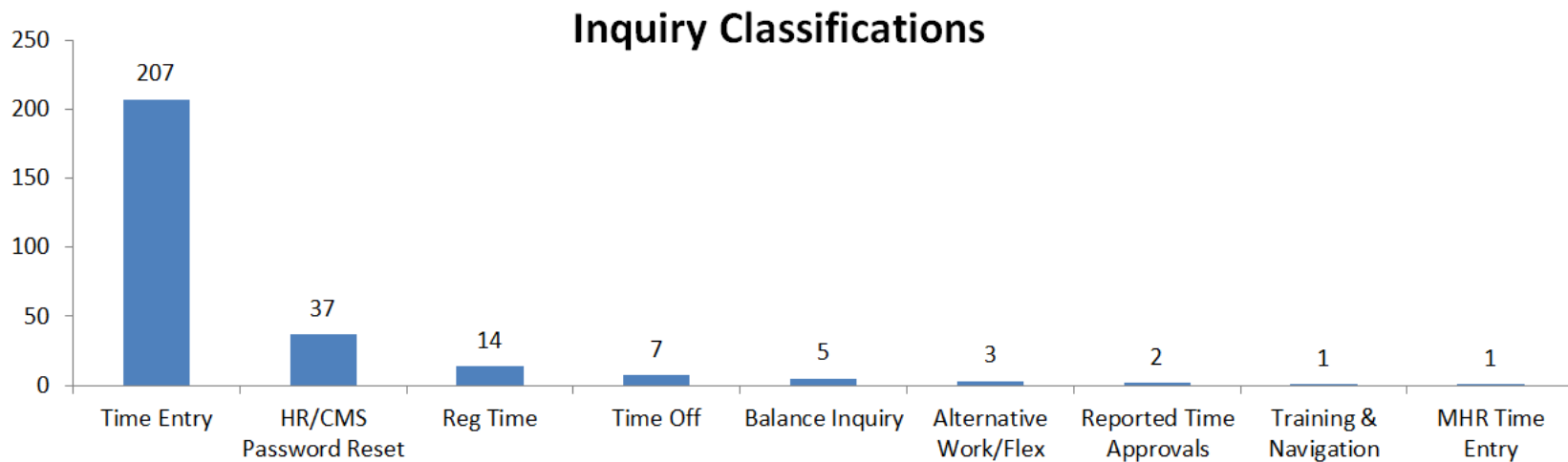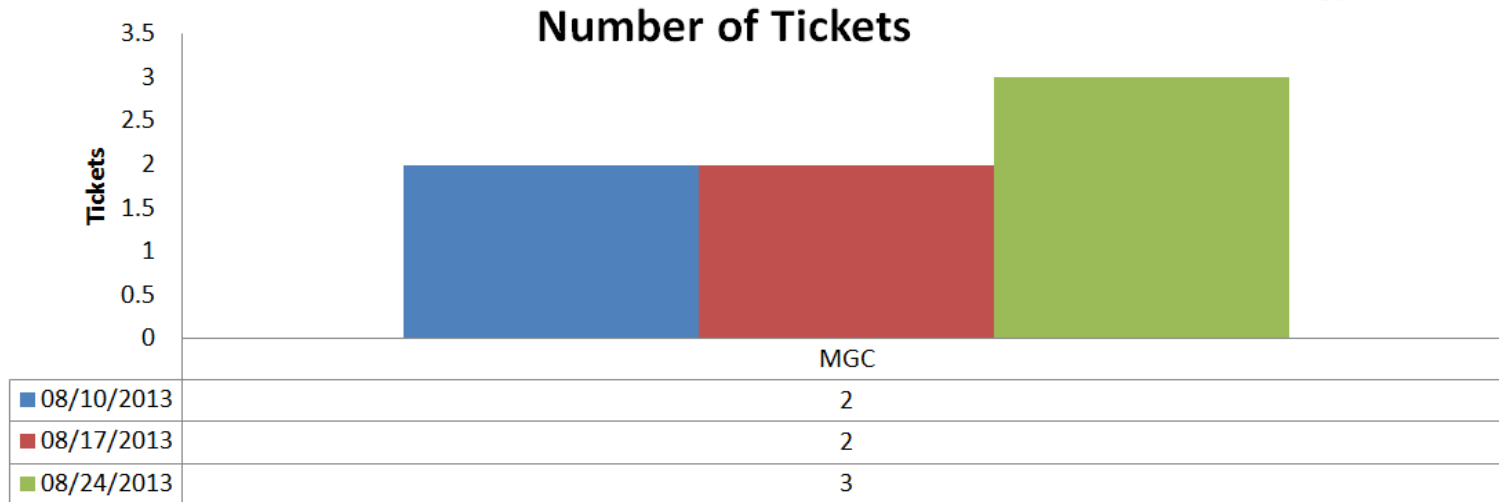
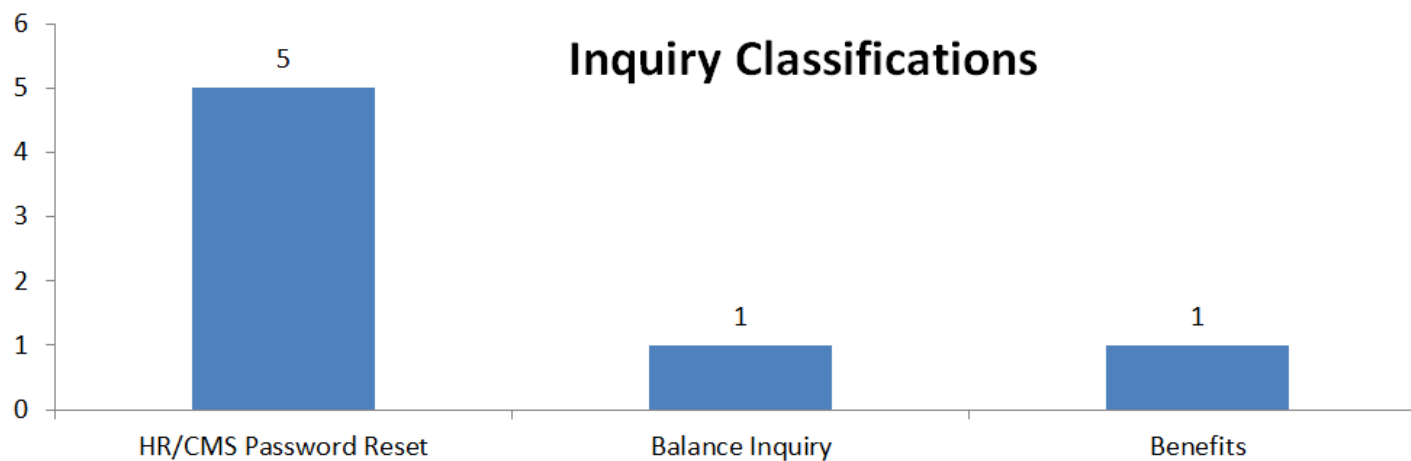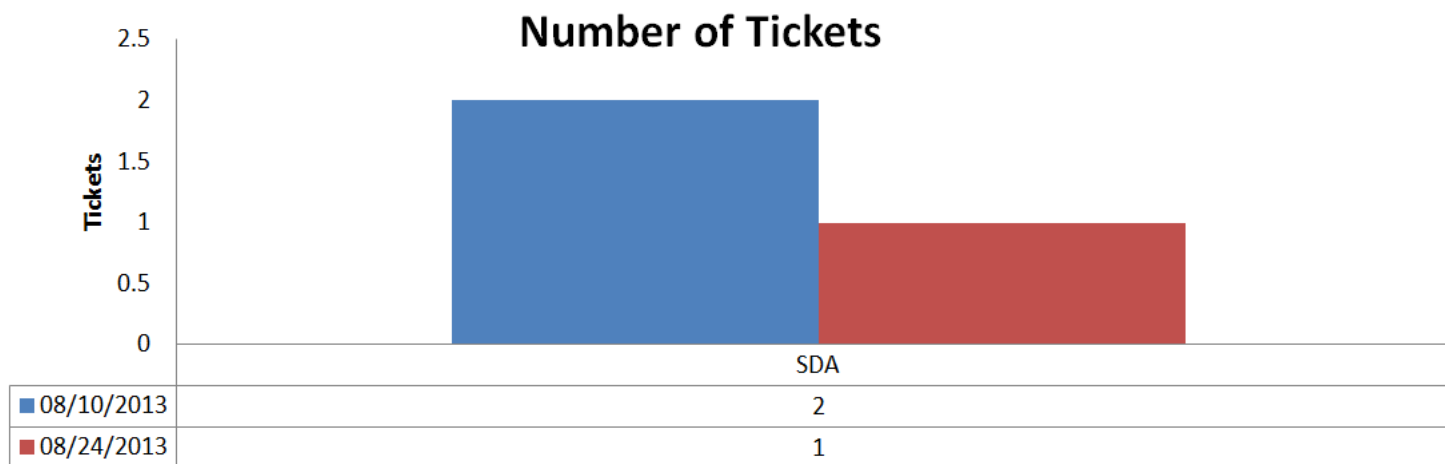**The ESC did not receive any requests week ending 08/03/2013**

Two tickets were forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013
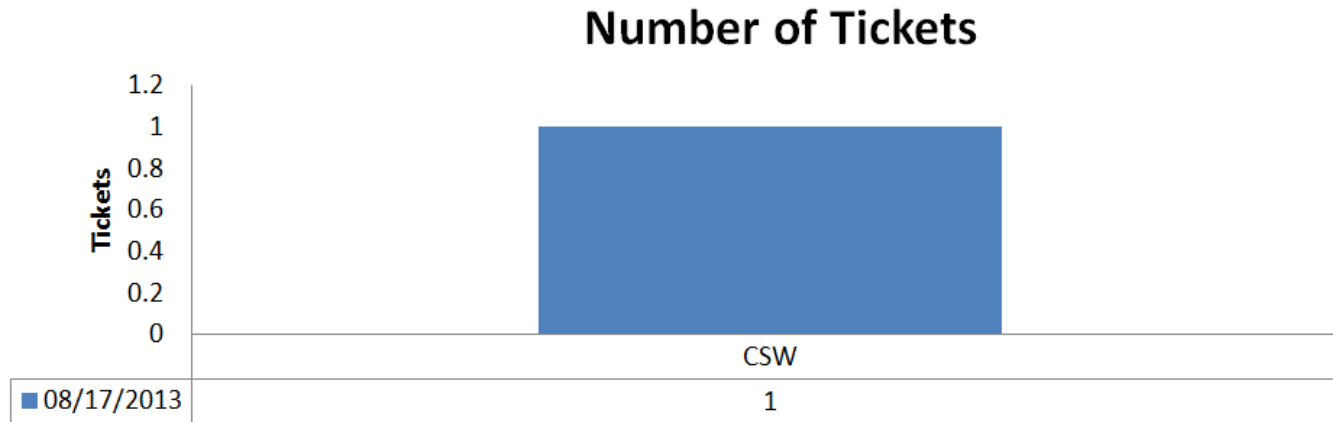
Inquiry Classifications

HR/CMS Password Reset	Balance Inquiry	Benefits
5	1	1

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SDA Tickets and Classification

Number of Tickets

	SDA
■ 08/10/2013	2
■ 08/24/2013	1

The ESC did not receive any requests weeks ending 08/03/2013 or 08/17/2013
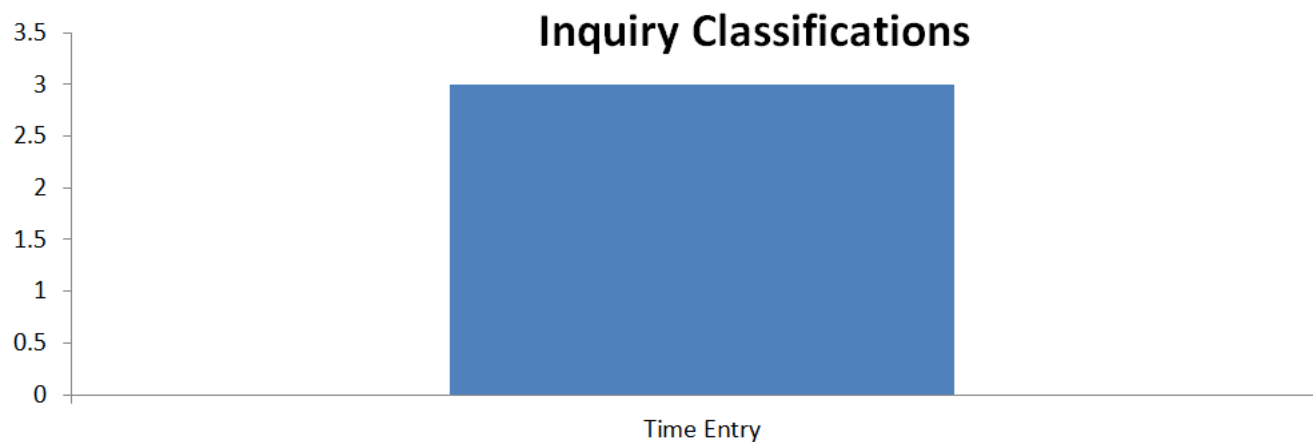
Inquiry Classifications

Time Entry

CSW Tickets and Classification

MassHR
Delivering HR Services That Matter

Number of Tickets

	CSW
■ 08/17/2013	1

The ESC did not receive any requests weeks ending 08/03/2013, 08/10/2013 or 08/24/2013

One ticket was forwarded to Agency HR/Payroll during the period of 07/27/2013-08/24/2013

Inquiry Classifications

Reported Time Approvals

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